



Advanced World Systems, Inc.

IBM Japan, Ltd. : ATM Screens Development and Maintenance

AWS helps IBM Japan with large number of small scale ATM Screen Development and Maintenance projects efficiently and cost effectively with the quality that meets the standard for a social infrastructure. As of June 2009, over 16,000 Kiosk ATMs in convenience stores all over Japan use screens developed or maintained by AWS.

Benefits delivered by AWS

Speed and Reliability: AWS achieved both high product reliability and shorter development period.

Cost Effectiveness: AWS handled managing multiple number of small scale maintenance project utilizing Philippine offshore resources, in more cost effective manner than doing the same work in Japan.

Capability to Perform Wider Scope: AWS contributed not only ATM screen maintenance but also Back-end Gateway software development and maintenance.

Optimized Methodology: Through long term engagement with IBM Japan, AWS established an optimized development, testing, and maintenance methodology from design phase to delivery phase.

Japanese Proficient Offshore Resource: AWS' Japanese proficient Filipino technology professionals greatly contributed in achieving high-quality user interface of ATMs while still benefitting from cost efficiency through offshore development.

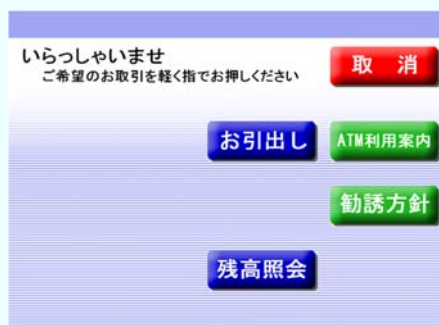
Technology

- ◆ HTML
- ◆ JavaScript
- ◆ Adobe Photoshop
- ◆ IBM HTTP Server
- ◆ IBM Web Application Server



Abstract

In Japan, Kiosk-type ATMs are commonly found in convenience stores nationwide. IBM Japan dominates convenience stores' ATM screens Development and Maintenance. However, with increasing number of banks in the ATM network and frequent addition of Products and changes in the ATM service hours, IBM Japan was facing a serious challenge in managing multiple number of small scale ATM screen development and maintenance in parallel with a very short delivery cycle. For over 3 years, AWS has been successfully enabling IBM Japan's development and maintenance requirements.



The Client

IBM Japan oversees the Japanese operations of US-based computer services, software, and hardware giant International Business Machines. They provide a wide range of technology and business services such as consulting, network design, application development, and systems integration. They are particularly strong in providing solutions for banking and financial services sectors in Japan.

The Challenge

With increasing number of banks in the ATM network, more numbers of ATMs placed not only in banks but also in convenience stores, and frequent addition of Products and changes in the ATM service hours, our customer was facing a serious challenge of ATM screen development.

- ◆ Efficiently manage multiple number of small scale ATM screen development and maintenance in parallel with a very short delivery cycle.
- ◆ Must have offshore partners who are highly reliable in both technology and quality due to the nature of ATM's critical social infrastructure requiring robustness and high availability.

AWS Solution

A team of AWS engineers is collaborating with IBM Japan in the development and maintenance of ATMs in the following three areas:

- ◆ New ATM Screen Development
- ◆ ATM Screen Maintenance
- ◆ Service Time Maintenance

AWS is responsible for yearly Service Time renewal of existing ATM screens :

- ◆ Update existing screens and add new functions to the system.
- ◆ Create new customized ATM Screens for Banks which would like to have their services offered through Kiosk ATMs located in convenience stores.



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